

City of Dublin FET College

External Appeals Process Handbook

For QQI Awards

2026 Create
Your
Future

V.3 April 2026

Document:	City of Dublin FET College External Appeals Process Handbook 2026 (V.3)			
Version	Date	Description of change	Author	Approved by
V.3	2026	MIMLO inclusion to grounds for appeal	QAE	QASPC



Introduction

This handbook outlines the assessment appeals process for City of Dublin FET College, clarifying the roles and responsibilities of centres, learners, and the City of Dublin ETB Appeals Office. Learners have the right to appeal assessment outcomes, and centres are required to apply their internal appeals procedures in the first instance, engaging with learners on a module-by-module basis.

Appeals are processed through the City of Dublin ETB online appeals system. All required learner evidence must be made available electronically, with alternative arrangements agreed with the Appeals Office where necessary. The handbook divides into the following sections:

Section 1: [City of Dublin ETB External Appeals Process](#)

1. Centre Roles & Responsibilities
2. External Appeals Office Roles & Responsibilities

Section 2: [External Appeals Online Documentation](#)

1. Information Letter to Learner on Appeal Application Process (sample letter)
2. Learner Appeal Application Form (word version in Handbook)
3. Centre Appeal Application Form (word version in Handbook and Microsoft Form)
4. Appeals Office Statement of Outcomes Report to College
5. Sample Letters from Centre to Learner/s

Section 3: [City of Dublin ETB Calendar for External Appeals](#)

Section 4: [City of Dublin ETB Procedural Appeal](#)

Section 5: [City of Dublin ETB Guidelines for Viewing of Examination scripts](#)

These procedures are informed by [QQI's Core Statutory Quality Assurance Guidelines](#), which require providers to operate fair, transparent, and accessible internal assessment appeals processes.



Section 1 City of Dublin ETB External Appeals Process

1. Centre Roles and Responsibilities

1. It is essential that before the learner lodges an External Appeal, the centre must first conduct an Internal Appeals Process that:
 - a. Includes a telephone or in-person discussion with the learner on the nature of the appeal
 - b. Checks that the assessment evidence has been assessed in its totality and all calculations are totalled correctly.
 - c. Offers the learner the opportunity to view the assignments and assessment material pertaining to the appeal
 - d. Reaches a decision with the learner in relation to confirming the grade awarded or if an External Appeal application is required by the learner
 - e. Internal Appeals that are found to be successful should be refunded by the centre.

Centre can contact QQI through the QHelp function to amend the grade if they have been submitted for certification.

2. Assign a unique Appeals Reference Number to each Appeal using the format: **Centre Number – Appeal – Sequential Number** (e.g. **10-Appeal-01**, **10-Appeal-02**, **10-Appeal-03**). Provide this reference to the learner.

Example of: Appeal Reference Numbering

Centre Number	Appeal	Reference Number
10	Appeal	01
10	Appeal	02
10	Appeal	03

3. Once the learner has confirmed their intention to proceed to an External Appeal, the centre must forward the appeal to the Appeals Office without delay.
Deadline: External Appeals must be received by the Appeals Office by **12 June 2026**; late appeals cannot be processed in time for CAO applications.
4. A fee of **€40.00** is payable in respect of each component (module) grade being appealed. The centre should use the MIT system when dealing with the appeal fee to enable the centre to



refund the learner should their appeal be successful. Where the MIT system is not in a centre fees should be lodged to **the City of Dublin ETB Head Office Bank Account using the code XX-544-1632** and email or upload a copy of proof of payment (remittance advice) along with a list of the learner names and Appeals Reference numbers to: appealoffice@cdu.cdetb.ie .

Record the learner’s name, the name associated with the payment method used at lodgement, and the Appeals Reference Number.

This fee is refundable for successful appeals, and this will be refunded by the centre directly to the learner using the same payment method used at lodgement, i.e. if a debit card is used the refund will be made to that debit card. Ensure the names on the debit card match the lodgement details.

2 The Centre must:

Send a list of the learner appeals to the appealoffice@cdu.cdetb.ie . This list will be checked against the received appeals application MS forms. Omitted documentation may be requested to process the appeal.

The centre should check the name and code of the component (module) is correct before sending in the appeal. Ensure the learner marking sheets, learner authentication report by learner group by minor award result sheet (downloaded from the QBS as a PDF) and copy of award component specification & validated programme module descriptor or link to these documents is available to the Appeals Examiner who will be using a cdetb.ie email account.

Appeal Naming Convention

Assign an **Appeal Reference number to each Appeal** as per the naming convention outlined above in [Section 1 Centre Roles and Responsibilities](#).

1. Ensure that the lodgment is recorded in the centre, as refunds will be made by the centre in the same form the lodgment was made i.e: if a lodgment is made by debit card the refund will be made to that card. If by a cheque, the refund will be made by cheque to the signature of that account.

Lodgments to (XX- 544-1632)	Appeal Reference no.	Learner name	Lodgment made by “Name” if different to the Learner
eg: 2210001	eg: 10 Appeal 01	Eg: Joe Bloggs	eg: Kevin Bloggs (next of kin of learner)

Example of appeal details

2. Send a list of Appeal Reference Numbers + Learner Names for all lodged appeals for the Centre to the Appeals Office email: appealoffice@cdu.cdetb.ie
3. Complete the [Centre Appeal Application Form](#) (MS Form) i.e: one form for each appeal, and forward this with the appeal evidence (shared drive with learner assessment evidence via



OneDrive/other) and the following documentation and email to the Appeals Office at;
appealoffice@cdu.cdetb.ie

- ✓ [Learner Appeal Application MS Form](#) (a MS Word version available in handbook) + [Centre Appeal Application form](#) (MS Form).
 - ✓ Learner assessment evidence will be shared via OneDrive to the Appeals Office email appealoffice@cdu.cdetb.ie. (The appeals office shares these files with the examiners. Do not restrict access when sharing).
 - ✓ **Learner Authentication Report by Learner Group by Minor Award Results Sheet** (Downloaded PDF from QBS) with component grade under appeal indicated
 - ✓ **In modules with MIMLOs, include all tracking of MIMLOs.**
 - ✓ Relevant **award component specification** & validated programme module descriptor
4. Forward all documentation online to appealoffice@cdu.cdetb.ie as soon as a learner lodges their appeal and ensure the centre has first completed their **internal appeal** process. The External Appeals Office must receive all appeals **by 12 June 2026**. It is not possible to ensure that appeals processed after this date will be in time for CAO Round A and CAO Round Zero (zero round, is for applications by FET learners).
 5. The centre is required to check the relevant component specification and programme module descriptor to ensure that all the codes are correct and the correct assessment evidence produced by the learner is available online for the appeal examiner. Following the initial assessment, the centre can only present evidence previously produced by the learner and made available previously to the EA in a secure online platform/online storage. **A Centre cannot submit/add-on new evidence/any other documentation in relation to the appeal, e.g. letter of explanation to the Examiner as any form of canvassing forfeits the appeal.**
 6. The centre has the responsibility for communications with learners. The External Appeals Office will communicate directly with the centre in relation to the appeal. The centre has the responsibility to ensure the learner does not contact or communicate with the External Appeals Office.
 7. The centre must directly inform learners of appeal outcome(s) within a reasonable timeframe.
 8. The External Appeals Office will inform QQI of successful appeal outcomes after the completion of the External Appeals Process. QQI will make any required amendment to a grade on the QQI System.

2. External Appeals Office Roles & Responsibilities

1. The External Appeals Process will involve a re-examination of:
 - a) The learner evidence presented for the component under appeal
 - b) The assessment grade awarded for the component
 - c) The External Appeals Office will assign an examiner.



- d) The appeals examiner re-examines evidence independently.
 - e) An appeals examiner will not be the assessor who made the original assessment decision or the External Authenticator assigned by the centre during the assessment period for that award.
2. The External Appeals Office will communicate the outcome of the appeal directly to the centre via an online statement of appeal outcomes.
 3. The centre will communicate the outcome of the appeal directly to the learner. The learner will receive a refund of €40.00 per successful appeal.
 4. **The centre will refund the learner directly through its MIT system.** For centres who do not use this system, refunds will be made through Head Office Banking and will require the tracking information ([using the appeals naming /referencing convention discussed above](#) in section 1) to ensure that the refunds can be successfully refunded.
 5. The External Appeals Office will communicate the outcome of a successful appeal directly to QQI. In cases where an appeal is successful, QQI will amend the original result on the QQI system and will issue a new certificate directly to the centre.
 6. City of Dublin ETB External Appeals Office contact details:
E-mail: appealsoffice@cdu.cdetb.ie

Section 2: External Appeals Documentation

This section contains documentation required by learners and centres in respect of the processing of External Appeals.

Information for Learners

1. Information on the External Appeals process and the procedures and deadline for submitting an appeal must be available to the learner.
2. Learners are entitled to appeal their results awarded for individual awards or an aspect of the assessment process.
3. A learner who wishes to make an appeal must contact their centre for advice in relation to the appeal. Once an External Appeal is agreed between centre and learner, the learner must complete and submit a Learner Appeal(s) Application form available in soft copy (sample available in MS Word format) from their centre.
4. A **minimum of 10 working days** from receipt of their results, must be given to learners - to meet with Principal/designated staff member in relation to the appeal, and if making an External Appeal, to return the application form and receipt of appeal fee(s) to the centre. The learners must be informed of the date that complies with the minimum notice required, and learners should be informed that appeals received by the centre after this date cannot be processed.



5. A fee of **€40.00** is payable in respect of each component being appealed. This fee is refundable only in the case of successful appeal. The learner must pay the fee of €40.00 in the centre lodgment MIT system. **The centre then confirms the appeal reference number in the centre application form.**
5. The Centre should inform learners that without the payment of the fee, it is not possible to process an appeal.
6. Learners must communicate directly with the centre and under no circumstances should contact the External Appeals Office.



1 Information Letter to Learner on Appeal Application Process (sample letter)

Dear Learner

I am pleased to enclose your <provisional/final> QQI results for the <DATE of SUBMISSION> assessment period. The enclosed document is a **provisional/final statement of results**, and not your final QQI certificate.

Key to Grades

Distinction 80 - 100%

Merit 65 – 79%

Pass 50 – 64%

Unsuccessful: You have not achieved a Pass grade in the component.

Appealing a Provisional/Final Result

If you wish to appeal a provisional/final result, you must contact your centre to discuss your appeal. Following this discussion, if you wish to lodge an appeal, you must complete and return the enclosed Learner Appeal Form to the centre by <DATE>. A fee of €40 applies for each component appealed, payment is made in your centre. You can only appeal the grade for assessment evidence you have already submitted. You cannot submit new or additional assessment evidence.

Grounds for Grade Appeal are:

1. **The learner believes marks were not added correctly or were not recorded properly**
2. **The learner believes the assessment was marked inappropriately**
3. **The learner believes assessment conditions did not comply with specifications, and the learner reported the situation immediately to the relevant staff member**
4. **The learner maintains that all Module Intended Learning Outcomes (MIMLOs) have been met. On this basis, the learner formally requests reconsideration of the assessment outcome and a review of the recorded grade of 49%, with a view to its amendment to reflect the full marks achieved.**

Queries

Make any query in relation to the enclosed **provisional/final statement of results** to: <Relevant Staff Member> / <Centre Name> / Centre contact details, email address or telephone number >

Signature

Date

2. Learner Appeal Application Form (see template below available in MS Word)



1. The **Learner Appeal Application Form** must be available from the centre for all learners undertaking assessment.
2. The **Learner Appeal Application Form** (template) is in Microsoft Word, and as a MS form format available to centres. This enables the centre to insert their own date by which the learners must apply to appeal, ensuring that the learner adheres to the minimum requirement of **10 working days**.
3. The Learner Appeal Application form must be completed for each appeal and digitally signed by the learner and Principal/designated staff member.
4. The centre must forward the **Learner Appeal Application Form** to the Appeals Office; it can be uploaded as part of the [Centre Application \(microsoft\) Form](#). Access to Learner assessment evidence must be made available to the Appeals Office, appealsoffice@cdu.cdetb.ie by deadline date.
5. City of Dublin FET College centres will receive a soft copy version of this handbook and learner Appeal Application Form. All documentation is available on www.cdetbcdu.ie Menu: Quality Assurance; under the link: Quality Assuring the Assessment Process.

Centres wishing to use a Microsoft Form version of the Learner Appeal Application form instead of the Microsoft Word document (in this document below) can click this [link](#) to duplicate a MS form template ([Learner External Appeal Microsoft Forms for use in your centre](#). - duplicate link) for use in their centres.



Section 2: Learner Appeals Application Form (Word format)

Learners wishing to appeal a component grade or any aspect of the assessment process must contact **(insert who to contact, how to contact here)** to discuss the nature of the appeal with the Principal/designated staff member. Following this discussion, learners who wish to make an appeal must complete this form for each appeal and post or email this form to their centre, with the Appeal Reference Number for €40.00 per appeal before:

<Insert Centre Date>

APPLICATIONS RECEIVED AFTER THIS DATE CANNOT BE PROCESSED

A fee of €40.00 is payable in respect of the grade being appealed. This fee is refundable in the case of a successful appeal. The Learner must pay the fee to:

City of Dublin Education and Training Board

Learner's Name: _____ **Learner's PPSN:** _____

¹**Appeal Reference Number** _____ **in the total amount of €** _____ **in respect of this Appeal**
(Reference format: Centre Number + Appeal + Reference Number, e.g: 10 Appeal 01)

QQI COMPONENT CODE + TITLE (one appeal per sheet)	GROUNDS FOR APPEAL	Please Tick (as relevant)
	1. Learner believes marks were not added correctly or were not recorded properly	<input type="checkbox"/>
	2. Learner believes the assessment was marked inappropriately	<input type="checkbox"/>
	3. Learner believes assessment conditions did not comply with specification, and the learner reported the situation immediately to the relevant staff member	<input type="checkbox"/>
	4. The learner maintains that all Module Intended Learning Outcomes (MIMLOs) have been met. On this basis, the learner formally requests reconsideration of the assessment outcome and a review of the recorded grade of 49%, with a view to its amendment to reflect the full marks achieved.	<input type="checkbox"/>
<p>The appeal can only include previously presented securely retained assessment evidence. New evidence cannot be submitted</p> <p>No other documentation in relation to the appeal can be submitted, <i>(e.g. explanation letter to appeals examiner as any form of canvassing forfeits the appeal)</i></p>		

¹ **The Appeal Reference Number** ensures the learners payment can be tracked by the centre, the appeals office and Head Office banking. Refunds must be verified by the details provided by learners linked to centres



Learner Appeals Application Form ([Microsoft Forms](#) – Sample)

Duplicate this form to use as your own.

Duplicate it



Learner External Appeal Application Form 2026

The survey will take approximately 5 minutes to complete.

1. Complete the Learner External Appeal Application form, i.e., one form for every appeal, and submit to your centre. Learners wishing to appeal a component grade or any aspect of the assessment process must contact [\[insert centre contact here\]](#) to discuss the nature of the appeal with the Principal/designated staff member. Following this discussion, learners who wish to make an appeal must complete this form for each appeal and post or email this form to their Centre, with the Appeal Reference Number for €40.00 per appeal before: [\[insert centre closing date\]](#)

Grounds for Appeal:

1. Learner believes marks were not added correctly or were not recorded properly
2. Learner believes the assessment was marked inappropriately
3. Learner believes assessment conditions did not comply with specification and the learner reported the situation immediately to the relevant staff member
4. The learner maintains that all Module Intended Learning Outcomes (MIMLOs) have been met. On this basis, the learner formally requests reconsideration of the assessment outcome and a review of the recorded grade of 49%, with a view to its amendment to reflect the full marks achieved.

2. The appeal can only present evidence produced by the learner and made available previously to the assessor and EA in a secure platform/online storage. No other documentation in relation to the appeal can be submitted, e.g., an explanation letter to the appeals examiner as any form of canvassing forfeits the appeal.

* Required

1. Centre name and QQI Centre Number *

Select your answer

2. Learner PPSN *

Enter your answer

3. Learner name *

Enter your answer

4. Module Title & Code *

Enter your answer

5. Has the €40 Fee been lodged by the centre.

* Required

Successful Appeals will be refunded by the centre directly to the learner. If a lodgment is made by card, it is refunded to that card / if a lodgment is made by cheque, it is refunded by cheque and to the signature on the cheque.

Yes

No

Other

6. If you have paid the External Appeal Fee, Please insert the Appeal Reference below *

The Appeals reference e.g. 10 Appeal 01

If the payment has been made by someone else, ensure all details of the payment are recorded so the lodgment can be found. Refunds may not be possible if the lodgment details are not clear.

Enter your answer

7. Select the grounds for the appeal from the list below. *

The appeal can only include previously generated securely retained evidence. New evidence cannot be submitted.

No other documentation in relation to the appeal can be submitted, (e.g. letter to Appeals Examiner in any form of canvassing forfeits the appeal)

1. Learner believes marks were not added correctly or were not recorded properly

2. Learner believes the assessment was marked inappropriately

3. Learner believes assessment conditions did not comply with specification and the learner reported the situation immediately to the relevant staff member

4. The learner maintains that all Module Intended Learning Outcomes (MIMLOs) have been met. On this basis, the learner formally requests reconsideration of the assessment outcome and a review of the recorded grade of 49%, with a view to its amendment to reflect the full marks achieved.

8. What is the motivation for this appeal? *

CAO offers

Internal Progression

Employment

Other

Submit

Duplicate this form to use as your own. [Duplicate it](#)

Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of the form owner. Never give out your password.

Microsoft Forms | All-powered surveys, quizzes and polls. [Enable my data form](#)
Privacy and cookies | Terms of use



3. Centre Appeal Application Form

All centre appeal applications must be submitted via the Microsoft application form see link below.

1. The [Centre Appeal Application Form](#) must be available to the centre for appeals office.
2. The [Centre Appeal Application Form is a MS FORM](#), the centre can select their own centre title and date information and add any information pertaining to the appeal.
1. The Centre Appeal Application Form must be completed for each appeal and indicate who has approved the submission of this appeal, this is usually the Principal/Manager/designated staff member.
5. The centre must submit the [Centre Appeal Application Form](#) to the appeals office along with the **Learners Appeal Application form** (this can be uploaded when submitting the centre appeal for the learner) and access to the learner assessment evidence by the deadline date.
6. City of Dublin FET College centres will receive a digital soft copy of this **Handbook + Learner Application Form**. All documentation is available on <https://cdetbcdu.ie/index.php/quality-assurance/>.

4. Appeals Office Statement of Outcomes Report to College

1. The Appeals Office will issue a **Statement of Appeal Outcomes** by email to the centre following the completion of the appeals for that centre.
2. The centre retains the statement for their own records and issues the learner with a separate letter communicating the appeal outcome i.e. the centre must not issue this statement to the learner. *(samples of letters are in this handbook)*
3. The appeal fee refund will be carried out by the centre through the MIT system. Centres who do not have this system will need to seek refunds from City of Dublin ETB Head Office (Banking). The centre then forwards the refund to the learner.



Centre Appeal Application Form

Instructions:

On receipt of the Learner Application form, the Centre must:

1. Complete the [Centre Appeal Application form](#) available online in MS FORMS.
2. Include the Appeal Reference Number on the Centre Appeal Application Form as per naming convention outlined in [Section 1](#) above. [City of Dublin ETB centre no. followed by the word "Appeal" and appeals no. e.g: 10 Appeal 01]
3. Submit the appeal + appeal documentation forms (both the Learner Application Form + Centre Application Form can be submitted through uploading Learner application form when completing the online [Centre Appeal Application MS Form](#)) or email them to appealsoffice@cdu.cdetb.ie
4. If centre is using MIT system – payments should be taken by the centre using MIT to enable the learner to be reimbursed by the centre should the appeal be successful. The centre should send a list of the appeals using the appeal reference number + learner names to the appealsoffice@cdu.cdetb.ie
5. If the centre is not using MIT system please send a list of **Appeal Reference Numbers** + Learner Names – with lodgment details **XX- 544-1632** to appealsoffice@cdu.cdetb.ie ensure the details of the name of the person who made the lodgment if different from the learners name.
 - **Appeals must be processed by the Centre as soon as they are received**
 - **Centres should conduct an Internal Appeal to ensure that any corrections are amended prior to sending on to Appeals Office.**
 - **Any applications for appeal received by the Appeals Office after **12 June 2026** cannot ensure they will be processed in time for FET CAO-dependent zero round applicants**
 - **Centres must inform learners directly of appeal outcome**

External Appeal Fee

A fee of €40.00 is payable in respect of each component being appealed.

This fee is refundable for successful appeals.

The centre must lodge this using MIT system or to the Head Office Bank Account using the code XX- 544-1632. The Centre should keep a note of all payment methods and names linked to payments should a refund be required. As Refunds will be made at centre level if using MIT and in the form the initial payment was made.

Link to online MS FORM - [Centre Appeals Application Form in MS FORMS](#) – Learner Appeals Application Form can be uploaded and submitted as part of the online Centre Appeals Application Form.


All Centre applications are submitted using the online MS Form see sample of online form below.




Example of Centre Appeal Application Form in MS Forms

Centre External Appeals Application Form (MS FORMS)


Page 1 of 3



City of Dublin FET College - a provider of programmes leading to a QQI award Level 5, further education and training



CDU curriculum development mit



City of Dublin FET College

Centre External Appeal Form 2026

The survey will take approximately 5 minutes to complete.

1. Complete the Centre Appeal Application form, i.e., **one form for each module appeal**- email or share (OneDrive) to the: CDU Appeals Office at: appealoffice@cdudublin.ie

Required


- Learner Appeal Application Form + Centre Appeal Application form. (if using an MS form an Excel sheet can be sent)
- Learner assessment online evidence will be shared by OneDrive to the Appeals Office email account: appealoffice@cdudublin.ie
- Learner Authentication Report by Learner Group by Minor Award Results Sheet.pdf (QQI, QBS sheet).
- Relevant award component specification & validated programme module descriptor or link to file.


2. Forward all documentation online to appealoffice@cdudublin.ie as soon as a learner lodges their appeal with the centre. The External Appeals Office must receive all appeals by date **12 June 2026** to ensure that appeals will be received in time for CAO Round A and CAO Round Zero applications by FET learners.

3. The Centre is required to check the relevant component specification and programme module descriptor to ensure that all the correct assessment evidence produced by the learner is available online for the appeal and is in the folders sent. Following the initial assessment, the Centre can only present evidence previously produced by the learner and made available previously to the EA in a secure online platform/online storage. **A Centre cannot submit or add any new evidence or any other documentation in relation to the appeal, e.g., an letter to the examiner, as any form of canvassing forfeits the appeal.**


Hi, Barbara. When you submit this form, the owner will see your name and email address.

* Required

1. **Centre name and QQI Centre Number** * 

Select your answer 

2. **Has the €40 Fee been lodged by the centre using MIT system.**

If MIT is not in use in the centre then they must lodge the fee to the Head Office Bank Account code XX- 544-1632 ensure to use the naming convention outlined in Appeals handbook to **reference this lodgment**, eg: 10 appeal 01 (10 = City of Dublin ETB centres numbering reference | **Appeal** | 01 = number of appeal for that centre) if not indicate why below eg: learner is exempt. * 


Successful Appeals will be refunded by the centre directly to the learner through the MIT system, so it is important that the centre tracks all appeals. If a lodgment is made by card, it is refunded to that card- if a lodgment is made by cheque, it is refunded by cheque. The names and lodgment details must be captured or the learner may not receive a full refund if this cannot be identified.

Yes

No

Learner is exempt


Other

3. **Appeal Reference Number** [eg: 10 Appeal 01] * 

Appeals reference numbers are assigned to each appeal lodgment reference for the €40 fee if lodged to the City of Dublin ETB account **XX- 544-1632**. If using **MIT** to take the fee this is not needed.

Please follow the naming convention eg: **10 Appeal 01** (10 = City of Dublin ETB centre number | **Appeal** | 01 = number of appeal for that centre) (see Appeals Handbook)

Enter your answer

4. **Learner PPSN** * 

Enter your answer



Centre Appeals Application Form continued

Page 2 of 3

5. **Learner name ***

Enter your answer

6. **Module Title & Code ***

Enter your answer

7. **Mark Result and Grade**
(eg: 50 - Pass/ 65 - Merit / 80 - Distinction) *

Enter your answer

8. **External Authenticator** who conducted the external authentication for this learner group this year.
If not EA'd this year please indicate below. *

Enter your answer

9. **Centre QQI Coordinator and email address ***

Please enter the name of the centres primary and secondary contacts person for processing of this appeal

Enter your answer

10. **Is the learner evidence being shared Online via OneDrive/TEAMS or does the centre require alternative arrangements? ***

- Share learner evidence to the appealoffice@cdu.cdwb.ie via OneDrive
- If alternative arrangements are required to have the Appeals Examiner to look at evidence in the centre are required, please email the Appeals Office, appealoffice@cdu.cdwb.ie

Online - OneDrive or equivalent

Requires Examiner to visit centre to view evidence

MS Teams Assessment

Other

11. **Indicate the Urgency and reason for this Appeal Application ***

	CAD	Internal Progression	External Progression	Employment
Select urgency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. **Ensure the following items are included in your documentation ***

Tick that you have included all these items in your submission to the appeals office.

- Component specification + programme module descriptor or link to
- Learner evidence shared online - ensure evidence is in folders and can be accessed online by examiner, eg: no zipped folders.
- Online content/access passwords/codes (if applicable)
- Learner's marking sheets
- Learner authentication report by learner group by minor award results sheet (QQI QB5 sheet or N3 or blue sheet)
- Outline solutions/answers (if applicable)
- MIMLO tracking sheet (if applicable)


Confirm all documents included



Centre Appeals Application Form continued

Page 3 of 3

13. Learner Appeal Application form

(completed by the Learner) (Non-anonymous question) 

You can upload a digital copy of the learners application form. This must include the corresponding information as this application is:

- Appeals reference number,
- Name of Learner,
- Module title and module code.

If using an MS form for learner appeal application form - an excel sheet can be forward to the appealoffice@cdu.cdnet.ie

 Upload file

File number limit: 10 Single file size limit: 1GB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio


14. Select the grounds for appeal indicated by the learner in the application *

The appeal can only include previously presented securely retained evidence. New evidence cannot be submitted.

No other documentation in relation to the appeal can be submitted, (e.g. explanation letter to Appeals Examiner as any form of canvassing forfeits the appeal)

- 1. Learner believes marks were not added correctly or were not recorded properly
- 2. Learner believes the assessment was marked inappropriately
- 3. The learner maintains that all Module Intended Learning Outcomes (MIMLOs) have been met. On this basis, the learner formally requests reconsideration of the assessment outcome and a review of the recorded grade of 49%, with a view to its amendment to reflect the full marks achieved.
- 4. Learner believes assessment conditions did not comply with specification and the learner reported the situation immediately to the relevant staff member

15. Appeal application submitted by (on behalf of centre)

(Principal/Manager/Deputy/Assistant/Head of School/QQI Co-ordinator) * 

Enter your answer

Submit

 Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

Microsoft Forms | AI-Powered surveys, quizzes and polls. [Create my own form](#)

[Privacy and cookies](#) | [Terms of Use](#)



4 Appeals Office Statement of Outcomes Report to College (sample)



Statement of External Appeal Outcome from External Appeals Office to College

QQI have been informed of the appeal outcomes indicated below and will amend statements of results where the appeal has resulted in the original grade being upgraded. QQI will issue the candidate with a new transcript and Certificate in due course.

The appeal fee of €40 will be reimbursed for every component where the appeal resulted in an upgrading. Appeal assessment evidence will be returned directly to the college/centre.

Centre: City of Dublin FET College <<name of centre and QQI centre no.>>

Learner PPSN	Learner Name	Component Title	Outcome	Org. Grade	Grade after Appeal
000000000G	Student Name	5N0000 Module title	Successful	P	M
000000000S	Student name	6N0000 module title	Unsuccessful	P	n/a

A refund of the appeal fee of €40.00 will be issued in due course for every component where the appeal resulted in an upgrade. If the payment has been made by

If a lodgment is made by card, it is refunded to that card / if a lodgment is made by cheque, it is refunded by cheque. The names and reference details must be captured, or the learner may not receive a full refund if the lodgment cannot be identified.



City of Dublin FET College - a provider of a programmes leading to a QQI award Level 5 - further education and training



5 Sample Letters from Centre to Learner

The Centre should ensure that they directly communicate with the learner on the outcome of an appeal and may use the following sample letters:

a. Sample Successful Appeal Letter from Centre to Learner

Date, Learner Name, Address

Re: QQI EXTERNAL APPEAL(S) May 2026

Dear Learner

Your appeal in respect of «Component/Module_Code» has been successful and a grade of «Amended_Grade» is awarded as final grade.

Your statement of results has been amended and QQI will issue you, with a new certificate. Your appeal fee of €40.00 will be reimbursed in due course.

Yours sincerely,

Principal /Head of Centre

b. Sample Unsuccessful Appeal Letter from Centre to Learner

Date, Learner Name, Address

Re: QQI EXTERNAL APPEAL/S May 2026

Dear Learner

I am writing to you regarding an appeal submitted for «Component/Module_Code»

This appeal has been unsuccessful and there is no change in grade. Your certificate has been issued with **June 2026** Certificates.

Yours sincerely

Principal/Head of Centre



Section 3: Calendar for External Appeals

June Appeals Process

To cover appeals from all QQI certification periods, there are more appeal windows – a June process, and Autumn and Spring process.

The June Appeals process is in place for May assessment and June certification. The June appeals process supports the CAO early July deadline for Round Zero offers for FET applicants and a requirement of a minimum of 10 working days/2 weeks' notice for the learner to lodge an appeal is as follows:

<p>June</p> <p>Contact the Appeals Office</p> <p>External Appeals Office, c/o City of Dublin ETB CDU, 99 Marlborough Road, Donnybrook, Dublin 4, D04 E9R5</p>	<p>Submit your Centre Appeals Application along with the relevant documentation</p> <ul style="list-style-type: none"> • Appeal Reference Number, • Remittance Advice • Award and assessment documentation • Assessment evidence. • MIMLO tracking sheets <p>Contact the Appeals Office if evidence is not available digitally online. A centre visit may be arranged.</p>
	<p>Appeals examined by Appeal Examiners</p> <ul style="list-style-type: none"> • Statements of outcomes reports prepared & returned to Centre. • Appeals assessment evidence is shared to the Appeals Office email account appealoffice@cdu.cdetsb.ie. • Centres are asked to un-share the evidence when appeal is completed and outcomes have been received.
<p>by end June</p>	<p>Centre informs learners of appeal outcome</p>
<p>June end</p>	<p>QQI is informed of any centre and learner upgrades by the Appeals Office</p>



2. Autumn and Spring Appeals Process

For appeals **at other times of year** (Autumn and Spring) the following for appeals will be in place:

<p>Autumn and Spring</p> <p>Contact the Appeals Office to arrange External Appeal.</p>	<p>Submit your Centre Appeals Application along with the relevant documentation</p> <p>Appeal Reference Number, Remittance Advice + award and assessment documentation + appeal assessment evidence.</p>
	<ul style="list-style-type: none">• Appeal evidence is made available online• Appeals Examined.
	<p>QQI informed of any upgrades by the External Appeals Office</p>



Section 4: City of Dublin ETB Procedural Appeals

A Procedural Appeal allows a learner to appeal a grade because of certain situations which may have arisen, e.g. serious interruption during an exam (fire alarm, other noises/disturbances); and other situations where the learner feels dis-advantaged. The learner completes the current Learner Application Form and informs the centre of their appeal through the normal process.

The centre will take the necessary steps to investigate the learner's grievance, make an informed opinion on the grade awarded to the learner, and if appropriate, consider options regarding the learner re-submitting assessment.

The centre must inform the City of Dublin ETB External Appeals Office of the Procedural Appeal and of the final grade outcome, so that the City of Dublin ETB External Appeals Office can inform QQI of any successful outcome.

However, if the centre discovers an error e.g. in the calculations of marks, the centre must contact QQI through QHelp outlining the error and request the adjustment, to ensure the correction to the grade is made. This may be done subsequent to all centre grades been submitted through QBS.

Section 5: City of Dublin ETB Guidelines for Viewing Examinations

1. Where a learner wishes to view their corrected assignment, as a precursor to an appeal, the centre may facilitate a viewing at a set time arranged by the centre.
2. The learner must email a written request (see below) to the centre to view the corrected exams/assignment(s) and specify the assignment(s) requested for viewing.
3. An appropriate time should be set for the learner to view the assignment(s). This should only be after the publication of assessment results. The learner must complete the form before viewing the assignment (see sample form below).

Sample Form

Learner Request to View Exams/Assignments	
Learner's Name:	
Course:	
Component(s):	
Learner Signature:	
Date of Viewing Examination Script(s):	

Request to View Corrected Online Assignment/s form

4. The learner should view the assignment under supervision at all times. The supervisor may be an Exams Secretary or other designated staff member but should not be an assessor who was involved in the preparation of questions or the correction of the assignment.



5. The learner should have a reasonable amount of time (20/30 minutes) to view an assignment.
6. The learner must be informed that they are not permitted to:
 - (1) Edit the corrected assignment
 - (2) Remove it from the area where it is being viewed
 - (3) Save/Screen Shot/Photograph it
 - (4) Amend or interfere with it in any way.

1. Instructions to learner:

- (1) The learner does not have permission to edit or remove the corrected assignment. The learner cannot save; screen shot or amend the assignment or interfere with it in any way.
- (2) The learner cannot take notes or photograph the corrected assignment.
- (3) The learner cannot discuss the corrected/graded assignment with the supervisor.

1. Instructions to Centre:

- (1) The Learner should complete the **request to view corrected/graded assignment(s) form** before viewing and they should be made aware of the conditions listed above.
- (2) The Learner should sign and date the request to view assignment form and the centre should retain this form securely for record purposes.

-END-





City of Dublin FET College - a provider of programmes leading to a QQI award Level 5 - further education and training

**Create
Your
Future**

City of Dublin ETB
Head Office,
1-3 Merrion Road
Ballsbridge, Dublin 4
D04 PP46
www.cityofdublINETB.ie

City of Dublin
FET College



Rialtas na hÉireann
Government of Ireland



Arna chomhchistiú ag
an Aontas Eorpach
Co-Funded by the
European Union



**Curriculum
Development
Unit**

**City
of Dublin**
Bord Oideachais agus Oiliúna
Education and Training Board